

Director of Operations and Programmes

- Salary: £55-£60k per annum dependent on experience (includes London Allowance)
- Location: Clerkenwell, London
- Job Type: Permanent
- Hours: Full Time

Background

The charity, Education and Employers, was established in 2009 and works closely with senior representatives of the employer community in partnership with leading representative bodies from the world of education to improve young people's preparation for the world of work.

Inspiring the Future (www.inspiringthefuture.org) was launched in July 2012. It is an innovative online mechanism for connecting schools with employers. It launched with an initial aim to get employees to volunteer to spend at least an hour a year visiting a state school or college to talk to young people about their job and the routes they took to get there. This could be typically by attending a careers fair or giving an informal careers insight talk. To date, there has been very strong demand from schools and colleges – over 10,000 teachers from 6,000 schools/colleges have already signed up. Volunteer interest is also strong with registrations approaching 30,000 ranging from Apprentices to CEOs, archaeologists to zoologists. Inspiring the Future and its Inspiring Women and Primary Futures campaigns now help 10,000 pupils a week connect with employers across a growing range of activities. Earlier this year, we saw the one millionth interaction between pupils and volunteers through the system.

Job Description

This is a key position within an exciting period for the Charity. As a key member of the Senior Management Team, the Director of Operations and Programmes (DOP) will contribute directly to the leadership of the organisation and makes a key contribution to the planning for the charity as a whole, including the highly successful Inspiring the Future (ItF) service. With direct line management of six staff across schools, employer engagement and technology, the DOP will oversee day to day running of the Inspiring the Future platform, coordinate programme delivery and have responsibility for monitoring performance and overseeing the continuous improvement of operations.

This is a leadership position, and the DOP is expected to demonstrate leadership across the entire Charity, representing the Charity effectively in external settings and undertaking a specific responsibility to oversee, with the Finance and Administration Manager, the training and development of all team members. Within the organisation, the DOP will work closely with other members of the SMT including the newly appointed Director of Inspiring Governance who will head up a dedicated delivery team overseeing the implementation of a significant multi-year project helping schools to find volunteer governors for which the Charity has been selected as the preferred bidder.

Contract Management and Programme Delivery

- Overall management of service contracts or programmes (excluding governance and research) which involve working with external partners/funders. This includes overall responsibility for ensuring delivery, to deadline, budget and specification of commitments undertaken within contracts; taking a lead role in managing significant external relationships.
- Working with colleagues (in particular Head of Schools and the Director of Policy and Research), to identify and secure funding opportunities with support from a newly appointed Fundraising Manager.
- Providing personal leadership to ensure the success of the Charity's programme of work through campaigns such as Primary Futures and Inspiring Women, ensuring that targets are delivered.
- Working closely with the Director of Inspiring Governance to ensure that related programme deliverables are effectively enabled through central operations, including the performance of the underpinning technology.
- Regularly review, with the Director of Policy and Research, the operation of the ItF platform against agreed indicators, taking account of user feedback in order to understand and enhance user experiences.

Technology

- Maintaining overall responsibility for the management and development of the technology platform (Inspiring the Future and its related websites) ensuring its effective operation and continuous improvement in light of the Charity's strategic development.
- Working with the Salesforce and CRM Manager and external consultants to contract with external suppliers for maintaining and developing the platform. This includes signing off on all specifications, contracts and invoices.
- Developing and maintaining a product roadmap for prioritising improvements and enhancements to the platform, overseeing in-house improvements where feasible.
- Overseeing franchising of the platform to international partners.
- Maintaining a risk register specifically relating to technology and data management.

Employers, Professional Bodies and Trade organisations ("Employers")

- Developing, with colleagues, a three-year plan (subdivided quarterly) for the strategic, rapid and balanced growth of ItF, ensuring effective coverage by economic sector, geography and schools demand.
- Leading strategic and evidence-informed campaigns to drive enhance engagement from employers, increasing volunteer numbers and engagement.
- Overall management of the team responsible for liaising with Employers, including overall responsibility for delivery, to deadline, budget and specification, of any commitments to Employers.
- Ensuring that relationships with Employer contacts (CEO, HR, CSR) are appropriately managed and monitored in order to increase employee volunteering and deliver on commitments, developing relationships personally with key partners.
- Building on a strong platform to raise revenue for the Charity through the delivery of customised products to Employers.

Schools and Colleges (“Schools”)

- Overall management of the team responsible for liaising with Schools, working closely with the Head of Schools with overall responsibility for programme delivery, to deadline, budget and specification of any commitments to schools.
- Working with the Schools team to oversee the strategic growth of schools staff registering and increasing their activity level.

Board Level

- Preparing and, on occasions, presenting an operations overview at the quarterly meetings of the Trustees.

Person specification

Skills/ Knowledge/ Expertise

Essential

- An effective line manager with experience of motivating, inspiring and leading teams
- High level analytical and problem-solving skills, with the ability to absorb complex information in order to bring forward suitable policy recommendations which meet project objectives and secure the support of key partners
- Strong organisational skills: able to demonstrate capability in managing a complex agenda requiring multiple task management and evidence of success in delivering clear outcomes in a timely and effective manner
- An effective project planner with proven experience of developing and delivering successful projects to deadline, specification and budget
- An understanding of the intersections between education and employment and how volunteering can be optimised
- Familiarity with Customer Relationship Management database systems, notably using Salesforce and cloud computing CMS systems
- A persuasive and effective communicator in diverse settings include public speaking and working with partners/contractors

Desirable

- Knowledge and first-hand experience of databases; and preferably a working knowledge of Salesforce and cloud computing CMS systems
- A track record of successful programme management; demonstrates understanding of the components of effective project delivery, and can evidence success in leading and delivering projects within tightly defined timescales/budgets.
- Specialist knowledge of implementing and operating management information systems
- Deep and/or first-hand knowledge and interest in the intersections between education and employment and volunteering behaviour, related policy environments and delivery models which underpin relationships

- Experience in successful relationship management – ability to engage confidently and sensitively with stakeholders and partners and at a range of levels of seniority up to and including director and governance board levels.
- Willingness to travel within the UK and occasional overnight stays
- Good level of education, demonstrating capability in producing written content to a high quality. Comfort and confidence in working with data.

Personal Attributes

- Ability to anticipate requirements and act to provide workable solutions
- Creative and solutions orientated, perceiving processes as the means rather than the end and as an aid to effective delivery
- Influencer - demonstrates personal 'presence' and gains the confidence of others through temperament, capability and calibre developing networks of clear organisational value
- Demonstrates sensitivity and possesses the ability to manage effectively the organisational tensions that necessarily co-exist between stakeholders and partnerships
- Team Player: working collaboratively and flexibly to achieve outcomes

To express interest in the post, please email a covering letter with a copy of your CV to: jobs@educationandemployers.org by 9am on the 27th July 2016

Interviews will take place in early August, most likely on the 3rd August.

Education and Employers

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